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LISTING OF THE CLAIMS:

The following is a complete listing of all the claims in the application, with an indication of the status of each:

1   1. (Original) A system for enabling human users to interact with conversation-enabled

2   applications installed at a remote location, said conversation-enabled applications

3   implementing a conversation policy, the system comprising:

4   conversation support means communicating with a human-usable interface installed

5   on a user device to support the user's side of a conversation with the conversation-enabled

6   applications;

7   presentation support means communicating with the human-usable interface installed

8   on the user device to show the user a state of the conversation and options for selection by the

9   user; and

10   data input means installed on the user device by which the user selects an available

11   option and fills in message content that conforms with the conversation policy in use by the

12   conversation-enabled applications.

1   2. (Original) The system recited in claim 1, wherein in the conversation support means and

2   the presentation support means are installed on the user device.

1   3. (Original) The system recited in claim 1, wherein the conversation support means and the

2   presentation support means are installed on a remote machine which communicates with the

3   user device.

1   4. (Original) The system recited in claim 1, wherein the human-usable interface is a plugin

2   browser.

1   5. (Original) The system recited in claim 1, wherein the data input means prompts the user

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2   for decisions and then generates a corresponding screen flow for data input and transforms

3   entered data into a format suitable for delivery to the remote location.

1   6. (Original) The system recited in claim 1, wherein said presentation support means

2   includes an archive of presentation policies accessed to render messages for the user.

1   7. (Original) The system recited in claim 1, wherein the user device is a personal digital

2   assistant.

1   8. (Original) The system recited in claim 1, wherein the user device is a personal computer.

1   9. (Original) The system recited in claim 1, wherein said presentation support is obtained

2   from another system.

1   10. (Original) A method for enabling human users to interact with conversation-enabled

2   applications installed at a remote location, said interaction being by means of a user device

3   having an installed human-usable interface and said conversation-enabled applications

4   implementing a conversation policy, the method comprising the steps of:

5   loading a selected service device, said service including a policy archive and a

6   presentation archive;

7   installing a conversation policy supporting the selected service;

8   accessing the policy archive and communicating with the human-usable interface

9   installed on the user device to support the user's side of a conversation with the conversation-

10   enabled applications;

11   accessing the presentation archive and communicating with the human-usable

12   interface installed on the user device to show the user a state of the conversation and options

13   for selection by the user; and

14   prompting user to select an available option and fill in message content that conforms

15   with the conversation policy in use by the conversation-enabled applications.

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1 11. (Original) The method recited in claim 10, wherein the policy archive and presentation
2 archive are loaded on the user device and the conversation policy is installed on the user
3 device.

1 12. (Original) The method recited in claim 11, wherein the user device is a personal digital
2 assistant.

1 13. (Original) The method recited in claim 11, wherein the user device is a personal
2 computer.

1 14. (Original) The method recited in claim 10, wherein the policy archive and presentation
2 archive are loaded on a remote machine and the conversation policy is installed on the remote
3 machine, the remote machine communicating with the human-usable interface installed on
4 the user device.

1 15. (Original) The method recited in claim 10, wherein said presentation support is obtained
2 from another system.

1 16. (Original) The method recited in claim 10, wherein the human-usable interface is a
2 plugin browser.